



County of Los Angeles – Department of Mental Health

Service Area VII Administration

Adult Systems of Care

Quality Improvement Committee

MAY 18, 20010

Rio Hondo Mental Health Center

Second Floor Conference Room

2:00 P.M.- 4:00 P.M.

AGENDA

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|---|-------------------------|
| I. Welcome and Introductions | Lupe Ayala & Brent Hale |
| II. Review & Approval of Minutes | Lupe Ayala & Brent Hale |
| III. Department of Mental Health Update | Lupe Ayala |
| IV. Quality Improvement Council Update | Lupe Ayala |
| V. Performance Improvement Project | Lupe Ayala/Brent Hale |
| VI. QA/Procedure Codes Group | Misty Allen |
| VII. Quality Assurance Issues | Misty Allen/Brent Hale |
| VIII. Audit Updates | Brent Hale |
| IX. Announcements & Provider Updates | All |

Next Meeting: June 15, 2010 at Rio Hondo Mental Health Center
2:00 PM to 4:00 PM

Quality Assurance Meeting 1:30 P.M. – 2:00 P. M.

County of Los Angeles – Department of Mental Health
Adult Systems of Care
Service Area VII Quality Improvement Committee
Minutes
May 18, 2010

Chairpersons: Brent Hale & Lupe Ayala

Membership Present:

Doncella Winship

Sylvia Guerrero

Mike Ford

Saul Zepeda

Audrey Fisher-Price

Marcella Mendez

Lupe Ayala

Mikki Beerimann

Margarita Baltazar

Marishia Moak

Brian Adair

Dawn Beechner

Margarita Baltazar

Alden Zataran

Meehee Han

Misty Allen

Brent Hale

Jen Chellew

Alma Bretado

Karla Lopez

Brent Hale

Kari Thompson

Michelle Hernandez

- I. Welcome and Introductions
- II. Review and approval of minutes
- III. Clinical Documentation Training – Frank Alvarez & Brian Adair
Frank presented on the importance of the Clinical Loop in Clinical Documentation which is the sequence of documentation that supports the demonstration of ongoing medical necessity and ensures that all provided services are Medi-Cal reimbursable. The Clinical Loop is not a one time activity; it is an ongoing process. Services must be directed toward an included diagnosis. Symptoms and impairments are a result of that diagnosis. The therapist's role is to maintain, reduce or minimize the effect of the diagnostic symptoms or impairments. The sequence of documentation on which Medical Necessity requirements converge is:
 - An Assessment
 - Client Care Plan
 - Progress Note
- IV. Notice of Action Crosswalk
A Notice of Action is a form given to a beneficiary whenever any of the following occur:
 - An NOA-A is used when the MHP or its providers assess a Medi-Cal beneficiary and decide the beneficiary does not meet medical necessity and no specialty mental health services will be provided.
 - An NOA-B is used when the MHP denies or modifies MHP patient authorization of a requested service, including the type or level of service; reduces, suspends, or terminates a previously authorized service; or denies, in whole or in part, payment for a service prior to the delivery of the service.
 - An NOA-C is used when the MHP denies, in whole or in part, payment for a service post-service delivery but pre-payment based upon a determination that

- the service was not medically necessary or otherwise not a service covered by this contract.
 - An NOA-D is used when the MHP fails to act within the timeframe for disposition of standard grievances, the resolution of standard appeals, or the resolution of expedited appeals.
 - An NOA-E is used when the MHP or its providers fail to provide services in a timely manner, as determined by the MHP.
- V: Department of Mental Health Update
Dr. Southard will periodically send out budget updates. Thus far, State of California has failed to meet its budget deadline.
- VI. Quality Improvement Council Update
Martie Drinan is finalizing the Quality Improvement Handbook for 2010. All the QICs will discuss the handbook and focus on the QI's directives for 2010.
- VII. Performance Improvement Project
Ana Suarez, Service Area VII is making the final revisions on the Patient Flow Survey and it will be presented to the QIC at the next meeting. It will be important to form a subcommittee to work on the 2nd part of the survey.
- VIII. QA/Procedures Group
Misty gave an update on the clinical documentation and procedures codes that were discussed at the meeting.
- IX. Brent Hale informed QIC that he is an Interim QIC Co-Chair. He is willing to help Service Area VII as much as possible.

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Respectfully Submitted,

Lupe Ayala, QIC Co-Chair & Brent Hale, QIC Co-Chair